

**From:** NKM  
**To:** Microsoft ATR  
**Date:** 1/19/02 9:54am  
**Subject:** Microsoft Settlement

Dear Madam or Sir:

From a consumer point of view. Microsoft has provided both positive and not so positive influence in the software industry. Microsoft has made software easy to use for non-technical people and eliminated chaos of uncontrolled software anarchy. On the not so positive side, from the consumer point of view, the pricing of Microsoft product is not as low as what I would like and it is generally accepted that Microsoft product, between ease of use and technical advancement, is more towards the ease of use side.

What I would like for the whole software industry is:

1. Do not force the consumer to pay a regular annual fee, either through "subscription" pricing modeling, or through "engineered obsolescence".
2. Allow consumer to control the behavior of software on their machines.
3. Licensed software should respect the Rights of Privacy, same as an employee should respect an employer's Rights of Privacy.

Very Sincerely,  
Norman K. Ma  
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Plano, TX 75093